

# CUSTOMER SERVICE

## PUBLIC COMPLAINTS CONCERNING THE RCMP

CUS.16

### POLICY

Date Policy Adopted: February 21, 2011

Council Resolution Number: RC11/112

1. Any member of the public with a complaint or a concern regarding the Mission Detachment of the Royal Canadian Mounted Police is encouraged to contact the Mission Detachment to speak with the Station NCO (Non-Commissioned Officer), the Operations NCO, or the Officer in Charge. This is an opportunity to have the complaint or concern heard, have questions answered, and investigate the issue with a view to resolving it. Complaints can be made:
  - (a) in person at the Detachment at 7171 Oliver Street;
  - (b) by telephoning the Detachment at 604-826-7161; or
  - (c) by written submission to the Detachment or to the District of Mission.
2. It is not appropriate for an elected official or District staff member to intervene on behalf of a citizen in their official or professional capacity.
3. All complaints or concerns regarding the RCMP received by the District of Mission are forwarded to the Office Manager of the Mission Detachment.
4. If the complainant is not comfortable having direct discussions with the Mission Detachment, or is not satisfied with the outcome of direct discussions with the Mission Detachment, and the complaint is **related to the conduct of an RCMP member in the performance of their policing duties**, he or she is encouraged to contact the Commission for Public Complaints Against the RCMP (CPC). The CPC is an independent agency created by Parliament to ensure that complaints made by the public about the conduct of RCMP members in the performance of their policing duties are examined fairly and impartially.
5. Complaints to the CPC can be made by any person, whether directly involved in an incident, on behalf of someone else, or as a witness to an incident. Complaints can be made by:
  - (a) completing an online form on the CPC website (<http://www.cpc-cpp.gc.ca>);
  - (b) telephone toll-free from anywhere in Canada: 1-800-665-6878 (TTY: 1-866-432-5837);
  - (c) going to the National Intake Office (address below); or

(d) completing a printable version of the complaint form and sending it to:

**Mail:** National Intake Office  
7337 – 137 Street  
Suite 102  
Surrey, BC V3W 1A4

**Fax:** 604-501-4095

6. Complaints **related to RCMP administrative matters, such as delays in processing fingerprints, criminal record checks, or pardons**, are not within the jurisdiction of the CPC or the District of Mission, and should be directed to:

(a) the Mission Detachment at 7171 Oliver Street;

(b) RCMP General Inquiries by telephone: 613-993-7267 or fax: 613-993-0260;

(c) Commissioner William Elliot  
RCMP Headquarters Building  
1200 Vanier Parkway  
Ottawa, ON K1A 0R2; or

(d) our local Member of Parliament, the Commissioner of the RCMP, the Solicitor General of Canada, or any combination of these three.